

DMH Satisfaction Survey Results

Family Satisfaction - 2000

Division Alcohol and Drug Abuse - Family Member Satisfaction

Who Completed the Forms

One question on the survey asked who completed the form. This was important on the family forms. The following table describes who completed the forms for people served by Alcohol and Drug Abuse Services.

	CSTAR Adult Women	CSTAR Child/Adol.	CSTAR General	GTS Adult	GTS Child/Adol.	Methadone
Mother	6 (33.3%)	87 (66.9%)	4 (16.7%)	12 (26.7%)	1 (50.0%)	0 (0%)
Father	1 (5.6%)	18 (13.8%)	1 (4.2%)	5 (11.1%)	0 (0%)	0 (0%)
Guardian	0 (0%)	5 (3.8%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Spouse	1 (5.6%)	0 (0%)	9 (37.5%)	16 (35.6%)	0 (0%)	1 (100.0%)
Other	10 (55.6%)	20 (15.4%)	10 (41.7%)	12 (26.7%)	1 (50.0%)	0 (0%)

Sample Size

Information is based on the number of returned forms and the number of people served according to DMH billing records.

	Number of Forms Sent April 2000	Number of Forms Returned	Percent of Forms Sent Returned
Total Family Members	2758	232	8.4%
CSTAR Women Family Member	341	20	5.9%
CSTAR Women Alternative Family Member	40	0	0%
CSTAR Child/Adolescent Family Member	921	135	14.7%
CSTAR General Family Member	336	25	7.4%
GTS Adult Family Member	885	49	5.5%
GTS Child/Adolescent Family Member	135	2	1.5%
Methadone Family Member	100	1	1.0%

Demographics of Family Member Receiving Services

Person completing form provided demographics of their family member receiving services. ^a

		Total Consumers	Total Family Forms	CSTAR Women Family Member	CSTAR Adolescent Family Member	CSTAR General Family Member	GTS Adult Family Member	GTS Adolescent Family Member	Methadone Family Members
SEX	Male	59.8%	58.3%	21.1%	67.5%	48.0%	54.8%	100.0%	0%
	Female	40.2%	41.7%	78.9%	32.5%	52.0%	45.2%	0%	100.0%
RACE	White	72.3%	82.8%	89.5%	80.2%	70.8%	95.5%	100.0%	0%
	Black	21.9%	11.8%	10.5%	14.5%	16.7%	0%	0%	100.0%
	Hispanic	1.6%	2.7%	0%	3.1%	4.2%	2.3%	0%	0%
	Native American	1.9%	0.5%	0%	0.8%	0%	0%	0%	0%
	Pacific Islander	0.2%	0%	0%	0%	0%	0%	0%	0%
	Other	2.1%	2.3%	0%	1.5%	8.3%	2.3%	0%	0%
AGE	0-17	13.0%	62.0%	0%	100.0%	0%	6.8%	100.0%	0%
	18-49	79.7%	35.3%	88.9%	0%	95.8%	86.4%	0%	100.0%
	50+	7.3%	2.7%	11.1%	0%	4.2%	6.8%	0%	0%

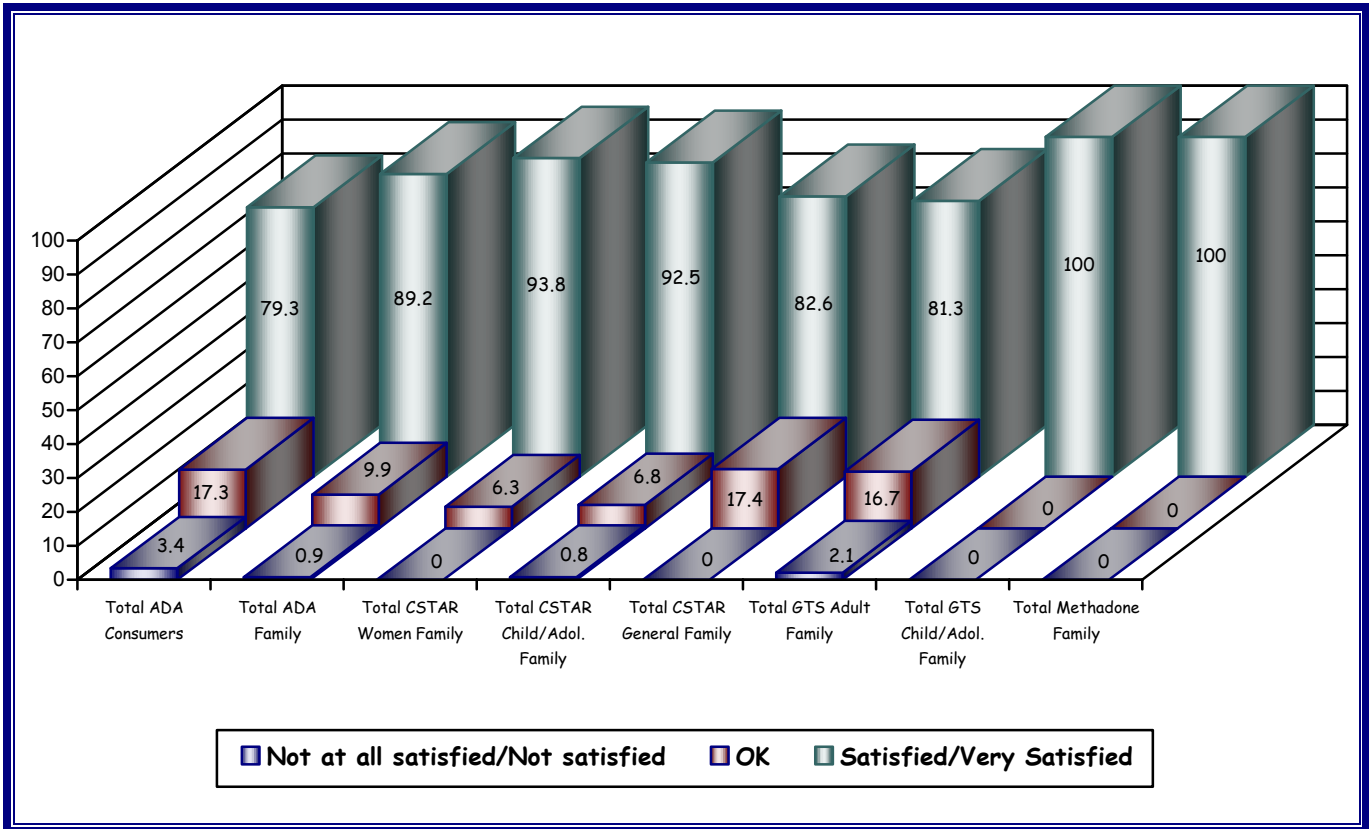
^aDemographics are based on the number of people served in April 2000 according to DMH billing records.

Is Your Family Member's Life Better

One question on the family member survey addressed the issue of whether or not their family member's life has improved because of the services received. The following table shows the results of this question.

Is your family member's life "better" now than before s/he began receiving services?	Yes	No	Unsure
Total ADA Family	180 (83.7%)	7 (3.3%)	28 (13.0%)
Total CSTAR Women Family	17 (94.4%)	0 (0%)	1 (5.6%)
Total CSTAR Child/Adolescent Family	104 (86.0%)	3 (2.5%)	14 (11.6%)
Total CSTAR General Family	19 (76.0%)	1 (4.0%)	5 (20.0%)
Total GTS Adult Family	38 (79.2%)	3 (6.3%)	7 (14.6%)
Total GTS Child/Adolescent Family	1 (50.0%)	0 (0%)	1 (50.0%)
Total Methadone Family	1 (100.0%)	0 (0%)	0 (0%)

Overall Satisfaction with Services



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- The percent of families "satisfied" or "very satisfied" with services for their significant others served by the Division of Alcohol and Drug Abuse (89.2%) was higher than the consumers' ratings (79.3%).
- The highest satisfaction ratings were in the GTS Child/Adolescent program and Methadone program where 100% of the families who responded were at least "satisfied" with services. (It should be noted that only two GTS adolescent family members responded and only one Methadone family member responded.)
- The families of GTS adults consumers were the least satisfied with only 81.3% indicating satisfied or very satisfied.

Satisfaction with Services

How satisfied are you . . .	Total Consumers	Total Family Member Forms	CSTAR Women Family Member	CSTAR Adolescent Family Member	CSTAR General Family Member	GTS Adult Family Member	GTS Adolescent Family Member	Methadone Family Member
with the staff who serve your family member?	4.22 (1915)	4.39 (223)	4.56 (16)	4.53 (133)	3.91 (23)	4.17 (48)	4.50 (2)	5.00 (1)
with how much your family member's staff know about how to get things done?	4.08 (1911)	4.28 (218)	4.15 (13)	4.44 (133)	3.88 (24)	4.04 (45)	4.00 (2)	5.00 (1)
with how your family member's staff keep things about his/her life confidential?	4.21 (1919)	4.53 (219)	4.43 (14)	4.69 (131)	3.83 (23)	4.42 (48)	5.00 (2)	5.00 (1)
that your family member's treatment plan has what he/she wants in it?	4.11 (1907)	4.26 (224)	4.25 (16)	4.40 (132)	3.88 (24)	4.08 (49)	4.00 (2)	5.00 (1)
that your family member's treatment plan is being followed by those who assist him/her?	4.16 (1898)	4.38 (223)	4.33 (15)	4.46 (132)	4.17 (24)	4.24 (49)	4.50 (2)	5.00 (1)
that the agency staff respect your family member's ethnic and cultural background?	4.29 (1876)	4.48 (215)	4.29 (14)	4.62 (130)	4.05 (22)	4.33 (46)	4.50 (2)	5.00 (1)
with the services that your family member receives?	4.20 (1915)	4.42 (223)	4.50 (16)	4.53 (133)	4.17 (23)	4.19 (48)	4.50 (2)	5.00 (1)
that services are provided for your family member in a timely manner?	4.08 (1373)	4.40 (129)	4.83 (6)	4.46 (93)	4.14 (14)	4.00 (13)	4.00 (2)	5.00 (1)
that the staff treats your family member with respect, courtesy, caring and kindness?	4.07 (548)	4.31 (97)	4.42 (12)	4.64 (39)	3.80 (10)	4.06 (36)	- (0)	- (0)
that the environment is clean and comfortable?	4.10 (547)	4.37 (97)	4.00 (12)	4.56 (39)	3.90 (10)	4.42 (36)	- (0)	- (0)
with opportunities for exercise and relaxation?	3.51 (537)	4.02 (95)	3.75 (12)	4.38 (39)	3.30 (10)	3.91 (34)	- (0)	- (0)
that the meals are good, nutritious and in sufficient amounts?	3.81 (528)	4.01 (92)	3.70 (10)	4.42 (38)	3.20 (10)	3.88 (34)	- (0)	- (0)
with the childcare provided by the agency?	3.98 (43)	4.00 (3)	4.00 (3)	- (0)	- (0)	- (0)	- (0)	- (0)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.								

Some of the key findings were:

- The families of consumers served by the Division of Alcohol and Drug Abuse were satisfied with the services. Divisionwide, all ratings had a mean of 4.00 ("satisfied") or higher.
- The highest satisfaction for families was with how staff keep things confidential (mean of 4.53) and the lowest satisfaction was with the childcare provided (mean of 4.00).

Satisfaction with Quality of Life

How satisfied are you . . .	Total Consumers	Total Family Member Forms	CSTAR Women Family Member	CSTAR Adolescent Family Member	CSTAR General Family Member	GTS Adult Family Member	GTS Adolescent Family Member	Methadone Family Member
with how your family member spends his/her day?	3.69 (1904)	3.88 (223)	3.94 (18)	3.96 (130)	3.46 (24)	3.83 (48)	4.00 (2)	5.00 (1)
with where your family member lives?	3.77 (1885)	4.13 (219)	4.13 (16)	4.16 (130)	4.00 (23)	4.06 (47)	5.00 (2)	5.00 (1)
with the amount of choices your family member has in his/her life?	3.63 (1917)	3.95 (222)	3.94 (16)	4.11 (131)	3.50 (24)	3.75 (48)	4.00 (2)	5.00 (1)
with the opportunities/chances your family member has to make friends?	3.82 (1907)	3.93 (225)	4.00 (18)	3.94 (131)	3.67 (24)	3.98 (49)	4.50 (2)	5.00 (1)
with your family member's general health care?	3.80 (1872)	4.16 (219)	4.06 (16)	4.33 (130)	3.70 (23)	3.94 (47)	4.50 (2)	5.00 (1)
with what your family member does during his/her free time?	3.74 (1897)	3.87 (222)	3.71 (17)	3.96 (130)	3.33 (24)	3.96 (48)	4.00 (2)	5.00 (1)
How safe do you feel . . .								
your family member is in his/her facility?	4.25 (547)	4.36 (97)	4.15 (13)	4.66 (38)	4.09 (11)	4.20 (35)	- (0)	- (0)
your family member is in his/her home?	4.25 (547)	4.32 (224)	3.56 (18)	4.53 (131)	4.13 (24)	4.10 (48)	4.50 (2)	5.00 (1)
your family member is in his/her neighborhood?	4.26 (1897)	4.13 (224)	3.67 (18)	4.33 (131)	4.00 (23)	3.76 (49)	5.00 (2)	5.00 (1)
<p>The first number represents a mean rating. Scale: (<i>how satisfied are you...</i>): 1=Not at all satisfied . . . 5=Very satisfied. Scale: (<i>how safe do you feel...</i>): 1=Not at all safe . . . 5=Very safe. The second number represents the number responding to this item.</p>								

Some of the key findings were:

- The quality of life ratings were significantly below the service ratings.
- The highest satisfaction rating was with safety in the facility (mean 4.36).
- What their family member did during his/her free time represented the lowest satisfaction rating (mean of 3.87).